

TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
IT MANAGER SENIOR
supporting the Department of Correction

Job Summary: Under direction of the Law, Safety and Correction Business Domain Director within Strategic Technology Solutions and the Executive IT Director supporting the Department of Correction, is responsible for building and leading a team of IT professionals that will focus on application support, service desk, disaster recovery and access management for agency customers served.

Responsibilities:

- Managerial duties include making hiring recommendations, evaluating staff skills and creating training plans and approving time worked and time off using the State's system
- Develop and maintain individual performance plans to evaluate team member's performance and adhere to the State's performance evaluation policies
- Recruit, build and maintain of team of application support, application testing and access management staff
- Focus on service operations by developing innovative solutions that enhance our customer's ability to provide business services
- Will be responsible for managing the support of all applications maintained for agency customers including Cloud and custom developed applications
- Develop and maintain a Disaster recovery strategy that adheres to the State's requirements
- Collaborate with the State's Enterprise teams to support disaster recovery, testing and service desk operations for applications supported
- Collaborate with the State's Enterprise teams to respond to requests for service and access management
- Develop and maintain systems to support building access for employees and visitors
- Work with the Sr. Project Manager to develop operation scope and resource allocation
- Cross training staff to ensure proper coverage over all functional team areas
- Communicate status of responsibilities with management, peers, subordinates and customers via verbal and written mediums.

Minimum Qualifications: Bachelor's degree in an IT related field and five years of IT management and supervisory experience. Relevant professional information technology experience may be substituted for the required degree.

- Experience with the use and administration of automated customer service tracking systems
- Must be knowledgeable about current server technologies and trends
- Required five years of application support experience
- Knowledge of network security
- Prior experience managing a team of IT professionals
- Prior experience with individual performance management process
- Excellent interpersonal, written, and verbal communication skills
- Comfortable interacting with various levels of management and coworkers
- Excellent time management, organization, and prioritization skills

Preferred Qualifications:

- 10+ years of application support experience
- Experience with Windows server technologies
- BS/MS in Computer Science (or equivalent)

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- Knowledge of mainframe system operations
- Experience managing budgets and resources
- Prior State government experience is a plus

Knowledge, Skills, Abilities, Competencies:

- Decision Quality
- Customer Focus
- Total Work Systems
- Command Skills
- Hiring and Staffing
- Drive for Results
- Organizational Agility
- Building Effective Teams
- Motivating Others

The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to EIT.Resumes@tn.gov

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.